

Subject**LOST KEYS**

If an enduser loses the keys for a COMPAQ DESKPRO 286TM Personal Computer the Authorized Dealer has two options:

1. The first option is to obtain the ID number from the enduser for the security lock and contact Illinois Lock Company and order new keys:

Illinois Lock Company
301 W. Hintz Road
Wheeling, Illinois 60090
(312) 537-1800

2. The second option available to the Authorized Dealer in the event of the loss of the security lock keys is to replace the security lock assembly. The part number for a replacement security lock is (105036-001).

If the keys are lost and the system unit cannot be opened to replace the security lock assembly, the unit may be returned to COMPAQ^R Computer Corporation for replacement of the assembly. The cost for this service is \$100.00 plus shipping costs. If you want to utilize this service, the following procedures must be followed:

- o Contact COMPAQ Dealer Support at 800-231-9977.
- o Request a RMA number for the return of a system unit to have the security lock replaced. (RMA numbers are still required for the return of entire units).
- o Pack the unit to be returned in a COMPAQ shipping container. Units received without proper packing will not be accepted.
- o Ship the unit to:

COMPAQ Computer Corporation
9781 West Gulf Bank - Dock 1
Houston, TX 77040
ATTN: Product Support

- o Mark the RMA number on the outside of the shipping container.

- o A standard COMPAQ service invoice should be filled-out and included with the unit. However, no labor credit will be paid to the Authorized Dealer since COMPAQ Computer Corporation is performing the actual service.

Be sure to include the RMA number and the preferred method of return shipment with the unit.

If a unit is received without return shipping instructions, the unit will be shipped via Airborne, 2nd day air freight. The cost of shipping will be added to the service fee of \$100.00.

If you need further clarification or assistance please contact COMPAQ Dealer Support at:

800-231-9977 (All Authorized Dealers)

Telex: 795437
A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 898630
A/B: COMPAQ TTX D (European Headquarters)
49-89-926-970

Telex: 889126
A/B: COMPAQG (United Kingdom Headquarters)
44-1-940-8860

Telex: 603124
Attn: COMPAQ (French Headquarters)
33-4-446-3625

416-449-8741 (Canadian Headquarters)

cc: Store Manager